

Administration

⇒ **Departmental Goal:** Comply with Administrative Office of the Courts consent requirement.

County-wide Goal: *Community Health, Safety and Well-being*

1025

► **Objective:** Increase the percent of staff certified through the Arizona Administrative Office of the Courts to 35% by FY2018.

→ **Measure:** Percentage of staff certified through the Arizona Office of the Courts.

▷ **Strategy:**

7025

1) Hold monthly trainings with staff to increase their knowledge on Fiduciary code of conduct and state statutes. 2) Utilize study guides, flash cards and practice tests created by Public Fiduciary staff.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
25%	25%	25%	35%	35%

Case Management

⇒ **Departmental Goal:** Meet National Guardianship Association standard.

County-wide Goal: *Community Health, Safety and Well-being*

1027

► **Objective:** Reduce the ratio of client to case manager to 30:1 by FY2018.

→ **Measure:** Client to Case Manager Ratio.

▷ **Strategy:**

7027

1) Reorganize office structure in order for other employees to carry small case loads 2) Hire additional Case Manager.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
42:1	40:1	40:1	40:1	30:1

Indigent Burial

⇒ **Departmental Goal:** Meet County burial obligations per Arizona Revised Statutes.

County-wide Goal: *Community Health, Safety and Well-being*

1028

► **Objective:** Increase the number of Cremation spaces to 1,000 by FY2018.

→ **Measure:** Number of Cremation spaces.

▷ **Strategy:**

7028

1) Work with CIP regarding land and needs for additional spaces to include purchase of land. 2) Work with CIP to Build County Cemetery.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
325	100	100	100	1000

Investigation/Conservator

⇒ **Departmental Goal:** Meet inventory and disposition of asset requirements through the Administrative Office of the Courts and the Arizona Revised Statutes.

County-wide Goal: *Customer Satisfaction*

1026

► **Objective:** Decrease the number of days to complete inventories and estate sales to 10 days by FY2018.

→ **Measure:** Number of days.

▷ **Strategy:**

7026

1) Research possibility of utilizing the services of outside resources 2) Utilize other staff members within the department to help with the inventories and estate sales.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20 days	18 days	16 days	13 days	10 days